

SENIOR ADMINISTRATIVE ASSISTANT – GRANT FUNDED

NATURE OF WORK

Serving the public with advanced secretarial and administrative support work, and/or office managerial work, supervising a small unit of support positions and/or providing the combination of secretarial assistance, personnel assistance, and administrative assistance to relieve a department director or other executive level manager of recurring administrative detail, and thereby assuring a smooth running department for the City of Rockford.

DISTINGUISHING FEATURES

Work involves handling confidential matters as well as assisting the executive in researching, developing, and implementing departmental/division policies and procedures, budgets, and administrative and operational issues. Work includes extensive contact with other City offices, staff and citizens in resolving issues and problems and providing departmental services. Work is performed with considerable judgment and initiative in preparing analyses, handling staff, and developing recommendations for an executive manager, with considerable latitude in carrying out tasks and assignments to completion.

Positions in this class are distinguished from the Administrative Assistant by having supervisory responsibility and/or being delegated a greater range of responsibility, by the highly varied and variable nature of the work, and by the combination of confidential and sensitive secretarial, personnel, and administrative assistance assignments. Such assignments are usually performed on behalf of higher-ranking City officials such as the director of a department, division or major program area. Positions in this class are assigned tasks involving a superior level of accuracy, completeness and confidentiality.

ESSENTIAL FUNCTIONS *(These essential duties are only illustrative.)*

Plans, assigns work and evaluates the performance of a small unit of subordinate clerical support personnel; trains and instructs subordinates in office procedures and practices; may interview and make recommendations concerning new hires and disciplinary matters.

Serves as office manager, planning, organizing, and overseeing the support staff and program support resources of the office.

Provides full range of secretarial assistance using word processing software to prepare a wide array of letters, correspondence, reports, memoranda, and other documents; sets and updates secretarial standards and practices for department/division; and composes recurring and non-recurring correspondence based on knowledge of office practice, policies and department requirements, without recurring instruction and review.

Conducts research and special studies, often of a sensitive or confidential nature, compiling data and reports on topics of a administrative interest to the executive; gathers and analyzes data, makes recommendations, and prepares reports on operating and administrative topics; and prepares related correspondence; assists the executive with preparation of the annual budget; participates in reviewing general administrative and operational requirements.

Assists and relieves executive of a wide array of administrative details such as updating personnel on various policy and procedure changes; responding to complaints and inquiries from the public and other officials; assisting in budget preparation and monitoring expenditures; and ordering supplies, equipment and services. Researches new purchases; and serves as main contact with equipment and office supply representatives.

Communicates with other City departments to resolve personnel, Information Technology, and accounting policy or practice issues.

Schedules appointments and coordinates meetings and travel arrangements for executive and immediate staff; may take meeting minutes and disseminates to attendees. Attends meetings on behalf of supervisor and provides updates on what occurred.

Prepares and maintains personnel files and records of a confidential or sensitive nature, such as performance appraisals, disciplinary actions, transfer requests, personnel actions in support of pay increases, and other personnel actions.

Performs various Workers' Compensation, employment and other personnel related tasks on a recurring or sustained basis, working with designated staff in the Personnel Department.

Collects and reviews time sheets, verifies leave slips, keeps files on accidents and sick leaves; reports changes in employee information affecting health insurance and retirement plans.

Maintains reasonable and predictable attendance.

SUPERVISION RECEIVED

Work is performed under the general direction of a department head or executive level manager of a major program area, with considerable latitude for completing assignments. Work is reviewed occasionally and through performance appraisals for timely accomplishments of tasks, for overall results achieved, and the degree to which the work meets the needs of the office.

SUPERVISION EXERCISED

Employees in this class may supervise a small number of subordinate clerical and secretarial support employees, which includes planning and assigning work, evaluating performance, orienting and training new employees, and making recommendations concerning new hires and disciplinary matters. Orients new employees on the job and provides assistance to or answers questions of co-workers in the same or lower level classifications.

WORKING CONDITIONS & PHYSICAL DEMANDS

Work is performed primarily in an office setting and is essentially sedentary with occasional walking, standing, lifting, bending, or minimal physical activities carrying items under 25 pounds such as books, papers, small parcels, etc. Some tasks have set deadlines and volume processing.

SUCCESS FACTORS (KSAs)

Considerable knowledge of modern secretarial and clerical practices.

Considerable knowledge of modern office practices, procedures, and equipment.

Thorough knowledge of MS Office Suite or other word processing, spreadsheet and data base software standard that may be adopted by City departments.

Thorough knowledge of business English, spelling and arithmetic.

Knowledge of City and department functions, policies and procedures.

Knowledge of the principles and practices of modern employee supervision, as required by the position.

Ability to prepare clear and concise oral and written reports.

Ability to pay close attention to detail and prepare a wide variety of documents in an accurate and timely manner.

Ability to maintain the confidentiality of communications, files and documents.

Ability to complete assignments with a superior level of accuracy and completeness.

Ability to communicate and distribute information to others both orally and in writing.

Ability to direct the work of subordinate clerical personnel performing a variety of functions, as required by the position.

Ability to apply departmental administrative policies and procedures.

Ability to establish and maintain effective working relationships with other employees and the public.

Ability to receive and resolve complaints and questions from the public.

Ability to maintain complex and difficult clerical and statistical records and to prepare detailed reports from such records.

Skill in the operation of office equipment and machines, including a personal computer or computer terminal.

EDUCATION, TRAINING & EXPERIENCE

High School Diploma or G.E.D. and five to seven years of increasingly responsible secretarial and administrative support experience in an executive or managerial setting. An Associate's degree with major course work in office technology systems, administrative support or a related field is preferred. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may be substituted for the required experience.

NECESSARY SPECIAL REQUIREMENTS

Possession of, or ability to obtain a valid Illinois driver's license, as required by the position.

Residency requirement: Classified employees hired after January 1, 1984 may live anywhere in Winnebago County or anywhere within an area fifteen (15) miles from the Public Safety Building within six (6) months of their date of completion of probation. Employees hired prior to January 1, 1984 shall be subject to their conditions of employment in effect at that time.